

Complaint about childcare provision

Ref: EY405128/4602210

Date: 3 November 2020

Summary of outcome

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how regulated early years and childcare providers in England have delivered child-centred practice and care, within the context of the restrictions placed on society during the COVID-19 (coronavirus) pandemic.

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 14 October 2020, we received concerns that the provider was not meeting some of these requirements. On 15 October 2020, we carried out a regulatory telephone call and on 2 November 2020 we carried out a regulatory visit. We found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. We found the provider was not meeting some of the requirements and had taken action to put this right.

The provider has added safety gates to two rooms and a further chain lock to the front door. She has also displayed a sign reminding her and all assistants to check the main entrance door is locked and the premises are secure. The provider has discussed with all assistants the importance of children always being in sight and sound of adults and of staff deployment to ensure children's safety at all time. She now understands her responsibility to notify Ofsted of significant events and has improved her knowledge in this respect.

The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Publication of complaints

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).

